

California Public Utilities Commission
Consumer Service and Information Division

Water Industry
Consumer Contacts - Total Presented by Company and Category
January 2016

Consumer contacts to CAB customarily concern individual Utility Companies. The following table reports the contacts received by CAB regarding individual Companies in the Water Industry during the month of **January 2016**, broken down by the type of the contact (i.e. Category).

Table 1 - Water Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Billing			Not Regulated - No Jurisdiction			Policy & Practices			Public Purpose Programs			Rates			Service			Unknown/ Pending Assignment			Grand Total
		Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	
WTB206	Alisal Water Corporation	-	-	-	-	-	-	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	3
WTA210, SWR210	California-American Water Company	2	6	8	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	-	-	-	10
WTA60	California Water Service Company	9	5	14	4	-	4	3	2	5	-	-	-	1	-	1	7	2	9	-	-	-	33
WBT61	Del Oro Water Company	-	1	1	-	-	-	-	1	1	-	-	-	-	-	-	1	-	1	-	-	-	3
WTA133	Golden State Water Company	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	5
WTA162	Great Oaks Water Company	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
WTA346	Liberty Utilities (Apple Valley Ranchos Water) Corp.	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	1
WTA314	Liberty Utilities (Park Water) Corp.	2	2	4	1	-	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	6
WTC142	Lukins Brothers Water Company, The	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
WTD92	Madden Creek Water Company	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
WTA337	San Gabriel Valley Water Company	2	-	2	1	-	1	-	-	-	-	-	-	1	-	1	1	-	1	-	-	-	5
WTA168	San Jose Water Company	2	3	5	-	-	-	-	1	1	-	-	-	-	-	-	1	1	2	-	-	-	8
WTA339	Suburban Water Systems	2	2	4	-	-	-	1	-	1	-	-	-	-	-	-	1	1	2	-	-	-	7
	Total	22	23	45	6	-	6	5	6	11	-	-	-	4	2	6	12	5	17	-	-	-	85